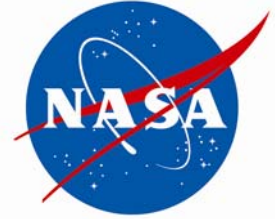


National Aeronautics and Space Administration



## NASA SHARED SERVICES CENTER

# Preparation and Distribution of Employee Notices Service Delivery Guide

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NSSC-HR-SDG-0003

Revision: C

April 10, 2007

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RELEASED - Printed documents may be obsolete; validate prior to use.

## Approved by

/s/Joyce M. Short

Joyce M. Short  
Deputy Director

April 12, 2007

Date

# Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	01/13/06	Basic Release
Revision C	04/10/07	<ul style="list-style-type: none"><li>- Input for receiving special request notices.</li><li>- Changed step 3 from send communication to post notice and if needed distribute through NASA Inc.</li><li>- Recreated flow chart into Cross Functional Swim Lane Diagrams.</li><li>- Reformatted document into new template.</li></ul>

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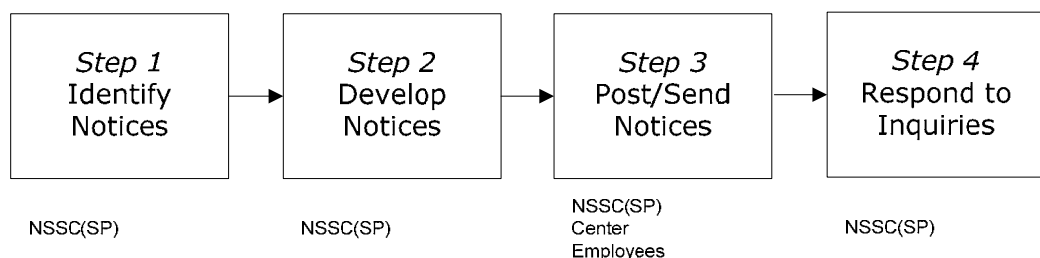
# Preparation and Distribution of Employee Notices

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## Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) is responsible for preparing and disseminating various Center and Agency employee notices. This includes items such as annual employee notifications required by Federal law and regulations, notification of employee rights, and notices relating to employee benefits (e.g., Hatch Act, Use of Leave, health benefits open season, etc.). NSSC also responds to inquiries concerning these notifications.

## Process – Preparation and Distribution of Employee Notices



### Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 <b>NSSC(SP)</b> Identify Notices	<p>NSSC identifies all notices required to be sent to employees, determines the required frequency and timing of notices, and identifies the required audience.</p> <p>NSSC may also receive special requests from Headquarters (HQ) to issue notices outside of the annual schedule.</p> <p><b>Output:</b> Notices identified; audience identified; annual notice schedule</p>	<p>Standard notices include, but are not limited to: Weingarten Rights, Whistleblower Protection, Thrift Savings Plan, Competitive Placement Plan, and Federal Employees Health Benefits (FEHB)/Flexible Spending Account (FSA)/Federal Employees Group Life Insurance (FGLI) Program Open Season Notices.</p> <p>Special request notices will be received through the Customer Contact Center (CCC) and sent to General Employment Inquiries via a Remedy help desk case.</p>
Step 2 <b>NSSC(SP)</b> Develop Notices	<p>NSSC Service Provider (SP) develops the notices or communications. NSSC Inherently Governmental (IG) reviews the initial draft notices to ensure completeness and clarity.</p> <p><b>Output:</b> Notice information; draft notice</p>	<p>Always include contact information for the CCC on notices.</p>
Step 3 <b>NSSC(SP)</b> <b>Center Employees</b> Post/Send Notices	<p>NSSC sends the notice to Center Human Resources (HR) Points of Contact (POCs) and Center Liaisons in advance of posting to the NSSC Customer Service Web site. If Agency-wide distribution is deemed</p>	<p>Have notices checked periodically by NSSC(IG) for timeliness, etc. Maintain a record of all notices submitted, timing of each notice, and</p>

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Roles and Responsibilities	Action	Tips
	appropriate, NSSC will distribute the notice through NASA Inc.  <b>Output:</b> Final notice; NASA Inc. message	population of employees who receive the notices.
Step 4  <b>NSSC(SP)</b>  Respond to Inquiries	NSSC responds to any inquiries relating to the new employee notices.  <b>Output:</b> Inquiry responses	Inquiries are received via Remedy help desk cases and require response within one (1) business day.

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**Metrics**

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC	Final Notices	Center; Employees	Meets regulatory/legal requirement
NSSC	Inquiry Responses	Employees	Response in one (1) business day



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## System Components

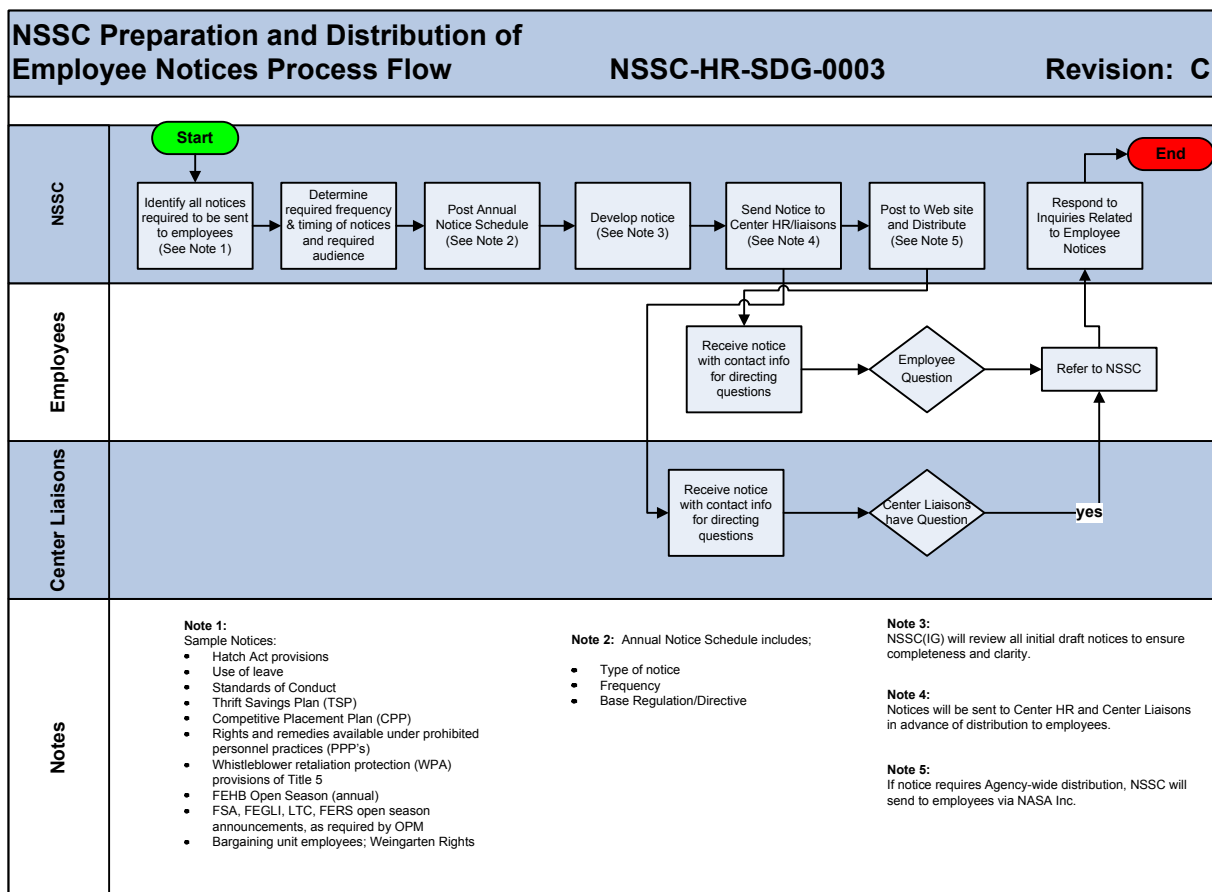
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
Preparation and Distribution of Employee Notices	Requirements for document distribution vary since there are a variety of legal requirements to be met – some require posting, some hard copy, some are appropriate for electronic distribution.	NASA Employees	<ul style="list-style-type: none"><li>- NSSC Web Portal</li><li>- NASA Inc.</li></ul>

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## **Customer Contact Center Strategy**

The NSSC Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

## Visio Cross-Functional Flowchart Process



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